

MC GOVERNANCE

OPERATIONAL SERVICES COUNCIL (OSC)

THURSDAY, FEBRUARY 11, 2021

2:00 PM – 3:30 PM

VIA ZOOM

ATTENDEES

Members Present: Ed Riggs, Chair, Brad Bridges (proxy for Liz Greaney), Raquel Bunai, Stacy Ford, Alice Langholt, Sally McClean, Jane Ellen Miller, Marvin Mills, Angela Nissing, Adam Reid

Members Absent: Patty Gorski, Liz Greaney, Donna Schena

Guest: Clevette Ridguard

CALL TO ORDER

Ed Riggs, Chair, called the meeting to order at 2:06 p.m.

AGENDA

The agenda was unanimously approved.

MINUTES

Jane Ellen Miller approved the minutes from the January 28, 2021 meeting. Brad Bridges seconded.

CONSTITUENT CONCERNS

There were no constituent concerns.

REGULAR UPDATES

IT

Jane Ellen Miller, Interim Chief Information Officer, provided the following updates:

- ✚ Work will begin on getting WiFi access in student parking lots which was funded through the CARES Act.
- ✚ IT is working with the Zoom company in assigning cohosts. Zoom operates through MyMC, however, IT is working with them to assign a cohost via a person's email address versus their MyMC login name. When this task is completed, IT will send out a communication to the College.
- ✚ Workday updates are on track.
 - The College will receive a communication in late February/early March with updates.

- HRSTM, Finance, Payroll, and ELITE spent a lot of time developing and testing over 6,000 processes in Workday. They will start their third and final testing of those processes in March. Training for the Workday team will begin in June. Training for College employees will run from July to January 2022.
- IT, Facilities, Public Safety, Business Services, Academic Affairs, and Student Affairs representatives are part of a committee working on the return to campus services. Some of the programs at MC aren't working well in a remote environment so this committee is looking at how they can return to campus safely for the fall semester. For example, art courses, automotive technology, science labs, etc.
 - Facilities is looking at campus buildings to see if they are suitable to reopen in the fall, for example:
 - Are the hallways wide enough for traffic to adhere to social distancing guidelines?
 - How will signage be installed so that students are entering/exiting buildings safely?
 - Do classrooms have proper ventilation?
 - IT is looking at the technology in classrooms for synchronous and asynchronous instruction since all the students won't be able to be in a classroom at the same time, and some students actually prefer and are thriving in a remote environment.

Public Safety

Adam Reid, Interim Director of Public Safety, provided the following updates:

- ✚ Public Safety is working on a risk assessment geared towards the return to campus. In addition to adhering to the federal and state guidelines, MC is looking at what they have been doing and are not rattled by the sudden changes MCPS has made getting their students back to the classrooms in a few weeks.
- ✚ The vaccine process in Maryland and Montgomery County has not gone as quickly as it has in other areas of the state and country. Public Safety continues to monitor this process and will keep the College community updated on the availability of the vaccine.
- ✚ COVID cases in Montgomery County are down. Public Safety continues to carefully track positive COVID cases at the College.
- ✚ Public Safety is working on updating the Continuity of Operations Plan (COOP) for all units at Montgomery College.

Facilities

Marvin Mills, Vice President of Facilities and Security, presented highlights from the Facilities report as follows:

- ✚ Facilities is very fortunate to have talented architects and space planners who have been looking at the CDC guidelines, what other colleges are doing, and recommendations from other health organizations to look at:
 - Ventilation in classrooms

- Classroom occupancy
- Cleaning measures between classes
 - The report should be completed by the end of March and presented to the Coronavirus Advisory Team (CAT).
- ✚ Currently, Facilities is supporting open classrooms in campus buildings as follows:
 - 2 in Takoma Park/Silver Spring
 - 5 in Rockville
 - 2 and half in Germantown
- ✚ Facilities continues to support the maintenance/upkeep of the buildings that are closed at the College.
- ✚ Water fountains in buildings having a combination of water that a person can drink out of or a bottle filling station. Facilities will only have the bottle filling station part open so that if people bring a portable water bottle they are able to fill it from those stations.
- ✚ The full Facilities report is located in **ADDENDUM A**.

Office of Business Services (OBS)

Brad Bridges provided the OBS report on behalf of Liz Greaney, Chief Business/Financial Strategy Officer, as follows:

- ✚ Food service renovations on all three campuses are progressing.
 - Renovations include:
 - New paint
 - New signage
 - Monitors for menus with nutritional information
 - Lighting upgrades
 - Mechanical improvements in the kitchens
 - Germantown is in the most need of renovation and still in the design phase.
 - Rockville is looking at removing the turnstiles but need to determine the damage that it may do to the floor. Also, unexpected expenses have come up repairing the walk-in freezers.
 - Applications for the work on the three campuses have already been submitted to the county.
- ✚ Auxiliary Services will rely on a web-ordering system to place orders ahead of time for food and printing services in the kiosks.
- ✚ Follett continues to work in the bookstores and doing the best they can in managing curbside pick-up for textbooks.
- ✚ Arrangements have been made in the mailrooms to ensure that correct mail and packages are being sent to the right locations. They have also established curbside pick-up locations.
- ✚ Auxiliary Services are in discussions with Metz for students picking up their food orders safely when the locations open (i.e., grab and go lunches, remove cafeteria seating, etc.).

FINALIZING MESSAGING & IMPLEMENTATION PLAN

Stacy Ford provided the following information:

- ✚ Stacy created an online form for constituents that is located in the OSC website at [Operational Services Council | Montgomery College, Maryland](#)
- ✚ FAQ's will be added to the OSC website and Inside MC Online.
- ✚ Stacy's report is located in **ADDENDUM B**.

CHAIR REPORT

Ed Riggs provided the following report from College Council:

- ✚ Dr. Steve Cain gave a presentation to College Council regarding the college expansion.
 - County Executive, Marc Elrich, reached out to MC to discuss this initiative and has allocated \$500,000 in funding.
 - College expansion is in the early stages.
 - MC is working with a consulting firm to envision how the expansion will work.
 - The consulting firm has worked on similar projects with other higher educational institutions.
 - They are gathering data on:
 - Physical location
 - Building needs
 - Program offerings
 - Synchronous and asynchronous course offerings
 - The consulting firm has surveyed current MC students from as well as have reached out to community groups who may consider sharing the physical location with MC.
 - The consulting firm will give MC a recommendation by June.
 - They are looking to expand the campus to the eastern part of Montgomery County. The Route 29 corridor/White Oak area is the consideration as the residents of that area of the county don't have suitable access to public transportation to get to any of the MC campuses.
- ✚ HRSTM gave a presentation to College Council regarding the compensation study that is currently underway.
 - The College is working with The Segal Group, which is a consulting firm specializing in compensation studies.
 - The work plan is as follows:
 - Introduction meetings
 - Collegewide announcement
 - Collect market information
 - Staff (approximately 140 benchmark jobs)
 - Professional salary surveys and other data sources
 - Faculty
 - Custom surveys and other institution-specific research
 - Data analysis and recommendations

- The objectives and desired outcomes of the study are:

OBJECTIVE	DESIRED OUTCOME
Ensure pay structure reflects our compensation philosophy.	Competitive, equitable, and fiscally sustainable pay practices.
Assess market position for benchmark jobs and confirm external competitiveness within relevant labor markets. Make adjustments to pay structure if applicable.	Market competitive pay structure enabling MC to attract, motivate, and retain key talent.
Review pay structure to confirm jobs align based on internal worth.	Consistent and equitable pay decision-making including hiring, promotions, and internal equity salary adjustments.

- The anticipated timeline is:

STAFF - ADMINISTRATORS - FACULTY		
ACTIVITY	STAFF & ADMINISTRATORS	FACULTY
Collegewide announcement	Winter 2021	Winter 2021
Introduction meetings	Winter 2021	Winter 2021
Data collection	Winter 2021	Spring/Summer 2021
Analysis and recommendations	Spring 2021	Fall 2021
Anticipated implementation	Summer 2021	Summer 2022

- The impact to employees will be:
 - Potential job grade changes
 - Changes to employee pay will be determined after the market study has been completed and a fiscal impact assessment has been conducted.

ADJOURNMENT

- ✚ The meeting was adjourned at 3:53 p.m.
- ✚ Upcoming OSC meetings are from 2:00-3:30 p.m. on the following dates:
 - March 11
 - April 8
 - May 13

ADDENDUM A
(from Marvin Mills)

To: Operational Services Council

From: Marvin D. Mills, Jr., Vice President of Facilities MDM

Subject: Facilities Campus Updates

Date: February 9, 2021

CAPITAL PROJECTS

Germantown Campus

Science and Applied Studies Building on the Germantown Campus – Phase One:

Hess Construction + Engineering Services substantially completed the renovation and addition in January, and the College began holding classes in the building at the start of the Spring 2020 semester. The stage 3 work to connect the addition to the existing building has been completed and only close out activities and warranty work remain.

High Technology and Science Center ADA Elevator Addition:

Elevator in progress with 6 to 8 weeks remaining to completion. Elevator door frames are scheduled to be installed next week. Elevator jacks have been installed up to the 4th floor. The metal panels for the elevator enclosure have been released for fabrication. Grunley has stated there is about 10 weeks lead time. The elevator work will be complete prior to the delivery of the panels. Grunley will provide interim painted plywood finish in the interim. Elevator installation is expected to be complete by the end of March.

Rockville Campus

Student Services Center:

Site work around the existing amphitheater has been completed and punch list activities are in progress. Asbestos abatement and removal of hazardous materials in the old Student Services building will be completed by the middle of January. Asbestos abatement and other hazardous materials (PCB containing caulk around windows) is complete as of January 22, 2021. The City of Rockville is requiring a demolition permit for the old Student Services building. The College is in the progress of obtaining all necessary clearance letters from the utility companies for submission to the City of Rockville Department of Permitting Services to obtain the demo permit. Demolition of the existing student service building is expected now to start in late-February.

Macklin Tower MBI Finance Suite 100:

Baltimore Contractors, Inc. is making steady progress on the construction of the MBI Finance Lab. Work in progress includes electrical and mechanical rough in work on the first and ground floors. The air handler unit has been delivered and installed in the basement of the building.

The installation of new ductwork is in progress on the first floor. Field measurements have been taken for the exterior ticker, and the ticker will be installed in 8 to 12 weeks. Patching and waterproofing of the supports at the terrace is scheduled to be completed in the next two weeks.

Mannakee Center for Training Excellence Second Floor Renovation

Oakmont Contracting LLC is making good progress on the second-floor renovation project. Current work in progress includes wall framing, electrical rough-in, and network cabling work. Structural The rooftop mechanical unit has been delivered to the riggers yard and is expected to be installed at the end of February. Steel modifications are required to be made to the roof prior to the installation of the new unit. Ductwork and ceiling mounted mechanical units are being installed on the second floor. The renovation project is expected to be complete by May 2021.

Elevator Upgrades for CB and TC

The new fire alarm modules have been installed. ThyssenKrupp is now able to start the remainder of the upgrades. Work is expected to be complete late March.

Takoma Park/Silver Spring Campus

Catherine and Isiah Leggett Math and Science Building:

Project information is available at <http://mcblogs.montgomerycollege.edu/tpss-math-science-building/>

Three subcontractors on currently working on the project. Eastern Branch, the sitework subcontractor, is installing erosion and sediment controls, removing existing light poles and emergency phone towers, demolishing existing parking lot curbs and gutters, and removing trees in compliance with the tree removal permit. Demolition of the existing tennis court retaining wall is expected to be completed in January.

D&H Demolition continues with soft demolition activities in Falcon Hall and Science South. The demolition permit has been issued. Preparations and temporary shoring are being installed for the demolition of the bridge between Science North and Science South. Demolition of Falcon Hall and Science South are expected to commence the week of February 15th.

CAMPUS FACILITIES OPERATIONS

Germantown Campus

An additional Red Cross blood drive has been arranged for March 16th & 17th in the BE Conference Center.

Staff responded to the inclement weather events of January 30-February 1 and February 7-8.

Rockville Campus

Staff responded to the inclement weather events of January 30-February 1 and February 7-8.

Takoma Park/Silver Spring Campus

Staff responded to the inclement weather events of January 30-February 1 and February 7-8.

CAMPUS FACILITIES OPERATIONS – Collegewide

Collegewide Access Control

An access control contract with a total cost of \$750,336 was awarded to Johnson Controls, Inc. Scope of work includes upgrade of access control software, limited hardware upgrade and upgrade of the student ID system. Implementation began in July 2020 and is currently underway on all three campuses. Work associated with the contract is 95% completed. The new upgraded system is online and functional at all college locations. Punch list administration is in progress and the project is expected to be 100% completed sometime in spring 2021.

RAVE Display Board Project

Facilities is working in collaboration with IT to implement Phase 3, the final phase of RAVE display boards project, in the outstanding 220 classrooms across the three campuses. All new hardware needed for this project is on hand. Site cabling is currently underway and is about 95% completed. Completion of all work associated with this project is scheduled to be completed circa Spring 2021.

Fall 2021 Campus Planning

In coordination with other AFS units, Facilities will be participating in a “desk-top exercise” on how the College will, possibly, re-open for Fall 2021 Semester with consideration for COVID-19 protocols still being in place (i.e. recommendations for class scheduling with considerations for: wearing of face coverings, social distancing, cleaning/disinfecting time allowance, occupancy rates, control of facility access, facility ventilation, etc.)

Central Facilities and Campus Facilities staffs are working together to formulate a plan for upgrading the HVAC systems selected facilities for better ventilation.

ADDENDUM B **(from Stacy Ford)**

FAQ – (website and InsideMC)

- Q. How can the Operational Services Council help me?
 - A. Get updated information in areas such as Public safety, IT, Facilities, and Parking and transportation. Get concerns addressed and questions answered by heads of these areas.
- Q. What happens at an Operational Services Council meeting?
 - A. During Operational Services Council meetings constituent concerns that are brought forward, status updates of collegewide operations
- Q. Where are the Operational Services Council meetings held?
 - A. Currently Operational Services Council meetings are held over Zoom and can acquire the Zoom meeting information by sending a request by emailing operationalservicescouncil@mongomerycollege.edu
- Q. Can I come to part of the meeting?
 - A. Yes. Request for Zoom meeting information by emailing operationalservicescouncil@mongomerycollege.edu
- Q. Can faculty and staff attend these meetings?
 - A. Yes. Request for Zoom meeting information by emailing operationalservicescouncil@mongomerycollege.edu

Examples

Email information

Ed – once we get your example, we just need to format it for web/messaging like

- A. **IMHO Parking is a fiscal and enforcement concern that would first go to OSC. OSC would make recommendations to PEC.** From experience, we would need some very in depth discussions with Business Services.
 - M. Mills
- B.
 - 1. Where is Falcon Hall? (due to be demolished) Come here a facility update?
 - 2. Permit a week ago...mobilize on Monday 15th...
 - E. Greaney
- C. One suggestion I have is that we on the committee should attend our various campus councils and make some comments about Operational Services and what we do. I plan to attend each Germantown Council as a guest each other. I know issues will come up that I can address due to being in both zoom meetings...the campus council meetings and our group at Operational Services.
 - Sally McClean
- D. "Here is an example of when to approach the counsel for a concern, and when to reach out to a different office.
If you want the College to remove all parking enforcement, this is a concern that affects the entire MC community and it would be appropriate to approach the counsel. If you received an individual parking violation and would like to contest the ticket, then you

would not approach the counsel and would instead move forward with the appeal process that is already in place."

E. Schmidt and M. Pace

Note: example may be a little touchy - Ed

Note: Look for College council example from Ed

Next steps:

1. Schedule InsideMC posts: Topics – meeting dates, feedback form, what is OSC.
2. Add button on the OSC webpage to link to the OSC feedback form.

OSC Feedback form

Status: Webteam requested to be consistent with their standards to submit a ServiceDesk ticket to convert feedback form from Microsoft Forms to Achemer (formerly Survey Gizmo)

Confirmation: Final list of emails that form submissions will be sent to and then disseminated to appropriate stakeholder:

- operationalservicescouncil@montgomerycollege.edu
- ed.riggs@montgomerycollege.edu
- stacy.ford@montgomerycollege.edu
- raquel.bunai@montgomerycollege.edu
- angela.nissing@montgomerycollege.edu

Schedule

	Spring 2021	Summer 2021	Fall 2021
Communications and Awareness OSC team:	Develop and post about OSC messaging	Prepare event messaging	Post awareness and event messaging. Evaluate pre/post metrics for web and establish baselines for other channels.
Online feedback form OSC team:	Establish processing procedure for submissions. Review online form and post to OSC webpage.		Refine process for submissions
Student Outreach (event) OSC team:	Plan and prep for event	Finalize marketing information and send to Communications and Awareness subgroup.	Run event and document metrics
Employee Outreach (event) OSC team:	Plan and prep for event	Finalize marketing information and send to Communications	Run event and document metrics

		and Awareness subgroup.	
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Estimated completion in March 2021

Plan updates:

1. Estimated completion of Spring 2021 Communication and Awareness & Online Feedback form buckets – March 2021
2. Awareness messaging for Fall 2021 estimated initiation is March 2021\

Action item-put info into excel spreadsheet and make a signup list for people to identify which group they would like to:

1. Reach out to the chair and schedule a time to provide information to that council about OSC
2. Share the agreed upon date in the Excel signup spreadsheet
3. Track how many people was at that meeting and provide funnel information (OSC webpage and feedback form)

Student Outreach

Student Council

Point of contact:

OSC member:

Other Governance Councils

Academic Services Council

Point of contact: Chair

OSC member:

Administrator Council

Point of contact:

OSC member:

Employee Services Council

Point of contact:

OSC member:

Faculty Council

Point of contact:

OSC member:

Germantown Campus Council

Point of contact:

OSC member:

Rockville Campus Council

Point of contact:

OSC member:

Staff Council

Point of contact:

OSC member:

Student Services and Success Council

Point of contact:

OSC member:

Takoma Park Silver Spring Campus Council

Point of contact:

OSC member:

Workforce Development and Continuing Education Council

Point of contact:

OSC member: